Notice of References Cited

Application/Control No.	Applicant(s)/Pater	nt Under
10/735,407	Reexamination PARKER, JANE	SMITH
Examiner	Art Unit	
BRANDI P. PARKER	3624	Page 1 of 1

U.S. PATENT DOCUMENTS

	old i / i lati buodina i i				
*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	Α	US-6,192,346 B1	02-2001	Green, Edwin Elliot	705/9
*	В	US-6,970,829 B1	11-2005	Leamon, Paul H.	705/9
	O	US-			
	D	US-			
	Е	US-			
	F	US-			
	G	US-		-	
	Н	US-		-	
	-	US-			
	٦	US-			
	К	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS						
*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	Р					
	Q					
	R					
	s					
	т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	John Connell, Simplify time-off approval with our sample policy and request form, August 31, 2001, http://articles.techrepublic.com.com/5100-10878_11-1061051.html.			
	v	Madeline Bodin and Keith Dawson, The Call Center Dictionary, 2002, Focal Press, pages 21-23.			
	w	Christopher Botting, Building a Virtual Call Center, 1999, http://findarticles.com/p/articles/mi_qa3877/is_199905/ai_n8841997.			
	×				

"A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.